

**Vinod Kumar**



**Applied for: Housekeeping Manager**

**DOB:** 5<sup>th</sup> May 1981

**Address:** Shangri-La Hotel Dubai, Postal Code-75880 (UAE)

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**Career Objective:** To be a proficient hospitality professional with specialization in Rooms Management with a purpose of achieving total guest satisfaction & optimum organizational profitability in an atmosphere of high team morale.

**Professional Experience:**

- **Shangri-La Hotel, Dubai**
- **Housekeeping Service Manager and Department Trainer**  
**March 2016 to November 2020**
  - Provides training (including safety training) and conducts meetings with all housekeeping personnel as directed by management.
  - Supervises or assists Executive Housekeeper in directing the work activities of housekeeping staff.
  - Distributes keys and work assignments to staff.
  - Clerical work such as responding to emails in a timely manner.
  - Ensures adherence to company quality standards by inspecting rooms, including deep cleaning according to Shangri-La Standards.
  - Supervises housekeeping staff.
  - Other duties assigned by Executive Housekeeper and General Manager
  - Discipline, reward and develop employees as necessary.
  - Assists in interviewing all prospective employees, to ensure proper staffing levels are met.

- Ensure proper scheduling of all shifts for proper coverage according to occupancy.
- Help ensure all company and department policies are followed by all staff.
- Ensure proper supplies and maintain proper levels of supplies for staff use.
- Maintain high morale, sense of professionalism in all staff.
- Works with Executive Housekeeper of Admin and inventory to manage daily room inventory, track housekeeping employees and prioritize daily work load.
- Coach, monitor, and develop team members for improved performance.
- Ensure effective communication, including coaching and performance management.
- Provide staffing, training, counseling and performance reviews for the housekeeping department.
- Assist with preventative maintenance programs while working with the Chief Engineer.
- Develop relationships and communicate effectively with all departments especially with the Housekeeping Department, Laundry, Warehouse and Property Managers.
- Provide staffing, training, counseling, and performance reviews for the housekeeping department.
- Ensure that lost and found articles are stored properly and correct logs are maintained.
- Oversee rooms up keep and maintenance with high standards following the brand standards.
- Public areas & restaurants up keep.
- Implement necessary procedures in order to achieve a smooth day to day operation of the department.
- Establish daily, weekly and monthly routines to ensure all aspects of the cleaning cycle are covered.
- Ensure that guests receive high quality service, monitoring guest satisfaction through online guest satisfaction surveys.
- Handle guest complaints, Evaluate changes in guest needs, the guest mix and competitive set, to recommend appropriate product/service and operational changes as necessary
- Set, implement and review service standards.

## **Shangri-La Resort, Mauritius (Pre-Opening Team)**

### **Department Trainer,**

**September 2015 to October 2015.**

- Manage the daily activities of the Housekeeping department to include appropriate cleaning of all offices, concourses, seating areas, washrooms, restaurants, concession stands, suites, and all public spaces.
- Planning, organizing and directing team members to ensure the highest degree of guest satisfaction.
- Daily supervision of the housekeeping staff, including the day, event and post-event crews.
- Purchase, re-order and maintain housekeeping supplies and inventory.
- Conduct pre-event inspections of all rooms, concourses, clubs, seating areas and public areas prior gate opening for every event held at the Arena.
- Train all new housekeeping staff members and ensure that all staff members follow Shangri-la standard.
- Uphold the highest standards of cleanliness, safety, and conduct.
- Knowledge of OSHA and safety standards with in Housekeeping department.
- Ensures the proper maintenance of all equipment; makes arrangements for repair and/or replacement of used and damaged equipment.

## **Shangri-La Hotel, Dubai**

**Housekeeping Supervisor  
2013 to February 2016.**

**January,**

- Ensure that rooms are made as per company standard
- Organize inventories with Accounts and General Store for linen, uniform and fixed assets.
- Prepare reports for management information.
- Assist Purchase department in selecting suppliers for items related to Housekeeping.
- Implement necessary procedures in order to achieve a smooth day to day operation of the department.
- Establish daily, weekly and monthly routines to ensure all aspects of the cleaning cycle are covered.
- Ensure that guests receive high quality service, monitoring guest satisfaction through online guest satisfaction surveys.

- Monitor room maintenance ensuring all defects are reported to the maintenance team and liaise with the hotel maintenance manager for PPM plans, refurbishment, and renovations & maintain a high quality product.
- Ensure a strong interface with Front Office, Reservations Sales and Engineering.
- Ensure that rooms are made as per company standard
- Organize inventories with Accounts and General Store for linen, uniform and fixed assets.
- Develop and implement Housekeeping systems and procedures
- Prepare reports for management information.

## **Shangri-La Hotel, Dubai**

### **Trainee Service Leader Housekeeping**

**15 January 2011 to January 2013.**

- Maintains an environment that rewards and recognizes employee for great service.
- Reviews current and next day's arrivals and VIP report.
- To check all housekeeping attendant grooming, personal hygiene and dress code.
- Inspect staff turnout.
- Inspect all VIP and Golden circle arrivals and occupied rooms.
- Scheduling and productivity.
- To adjust guest complaints regarding housekeeping, services & maintenance.
- To inspect service area and pantries.
- To attend guest complaints and high level recovery from guest complaints.
- To train new house keeping employees and monitors their performance.
- To handle accidents and emergencies.
- To check work performance of subordinate and provide necessary on job training.
- To ensure that subordinate give standard guest amenities and in accordance.

## **Shangri-La Hotel, Dubai**

### **Service Associate Housekeeping October 2009 to till January 2011.**

- Enters and prepares the room for cleaning.
- Dusts the room and furniture.
- Replenishes guest room and bathroom supplies.
- Cleans the Bathroom.
- Vacuums and racks the carpet
- Checks and Secures the rooms
- Replenish came according to operational standards
- Deliver and retrieve items on loan to guest e.g iron and ironing boards.
- Endure security of guest rooms and privacy of guests.
- Perform rotation cleaning duties(e.g. Steam clean carpet, spring cleaning etc.) As required.
- Anticipate guests need respond promptly and acknowledge all guest, However busy and whatever time of day.
- Maintain positive guest relations at all the times.
- Be familiar with all hotel services/features and local attractions/activities to respond to guest inquiries accurately.
- Resolve guest complaints, ensuring guest satisfaction.
- Monitor and maintain cleanliness, sanitation and organization of assigned work areas.

## **Renaissance Hotel, Dubai**

### **Guest Service Associate January 2007 to September 2009.**

- Handled Laundry Alone
- Ensuring best quality of rooms being served to all guests giving them value for money
- Ensure prompt and accurate service to achieve a high level of guest satisfaction
- Build friendly relationships with internal and external guest.

## **Hotel Hyatt Regency, New Delhi, India**

### **Guest Service Associate**

**January 2006 to December 2006.**

- Handled Mini bar & Inventory Alone.
- Ensuring best quality of rooms being served to all guests giving them value for money.
- To ensure all VIP room serviced before 2 pm.
- Maintain and well clean surrounding area.
- Build friendly relationships with internal and external guest.

### **Educational History:**

- **PG Diploma in Hotel Management from Pusa University Delhi, India 2004-2005.**
- **Govt. College Hodal – M.D. University Rohtak, Haryana, India. March, 2001 - April, 2004.**

Passed BA

- **Senior Secondary Education in the year 2000**

Passed Senior Secondary School Certificate Examination

- **Brij Khand School, in the year 2000**

Passed Secondary School Certificate Examination

### **Skills**

- Strong inter-personal skills with excellent ability to manage employee productivity.
- Technology use – basic knowledge in technology as tool in communication (software, e-mail, scheduling, etc.)
- Ability to multitask, work in a fast paced environment and have a high level attention to detail.
- Strong interpersonal, problem solving abilities with excellent organizational and planning skills.
- Detailed and meticulous, with expectation towards quality delivery.

- Good understanding of English.
- Proficient in the use of Microsoft Office.
- Able to use sound judgment; work independently, with minimal supervision.
- Strong Leadership skills in managing teams.

#### **Certifications & Achievements:**

- We have achieved one of the top results in LQA by scoring 94% for the year 2019.
- Incharge of the renovation team at Shangri-La Hotel Dubai guest rooms, Lobby and restaurants.
- Reduced cleaning supplies cost by 19% for the year 2017 to 2020.
- Trained 40 members of the housekeeping staff in 6 months to perform cleaning activities within and outside the hotel.
- Certified Trainer for Internal Auditor SFS ISO 22000.
- Completed industrial training in Clark Shiraz Hotel, Agra (Housekeeping & Front office)
- Certified for Successfully completed '**Supervisory Excellence**' in Shangri-La Group.
- Certified for Successfully completed '**Trainer Skill 1** ' in Shangri-La Group, in 2014.

#### **Language Ability:**

- **English** : Fluent
- **Hindi** : Excellent

#### **Hobbies:**

- Travelling, Listening to Music

**Date:**

**(VINOD KUMAR)**

